



Client Profile:



Keter is one of the world's leading manufacturers and marketers of resin-based household and garden consumer products, with annual sales amounting to over \$1 billion.

As a global enterprise that has been active for over 60 years, Keter operates 18 factories and two distribution centres in nine countries. The Group sells to over 100 countries around the world, with sales offices in the majority of these markets.

Keter products have been internationally recognized with several product patented and design awards.

About Winterhawk

Winterhawk is a leading, global SAP Security, GRC and Data Privacy consultancy practice. Supporting over two million users worldwide, we are proud to be innovative, independent and cost effective.

Our services are complemented with domain expertise, software content, accelerators and toolkits which help us to provide our clients with fast, efficient and expert implementation and support.

WINTERHAWK DELIVERS BESPOKE GDPR CONTROL CONTENT WITHIN THE SAP GRC PROCESS CONTROL PLATFORM

Overview

Prior to engagement, Keter's maturity level in general data protection wasn't strong; this project was about building awareness and ensuring compliance with the GDPR. Based in Israel, the company was not 100% bound to be compliant; however, having offices and a large consumer base in Europe, Keter would have to show control over any European client and employee data they process.

The organisation wanted to have some form of best practice GDPR and Data Protection framework in place so they could assess all of their processes and controls for the GDPR, but also have a platform in place for continual assessment (i.e., whether processes and controls were working effectively) and to force accountability and ownership across the organisation.

The Challenge

At the time of engagement, Keter was running GRC Access Control (AC) on an old version hosted by SAP, called HANA Enterprise Cloud (i.e., HEC or SAP ERP in the cloud) - not the traditional setup for most companies who run ERP on premise. An assessment of their technical situation showed that an outdated GRC Support pack needed to be updated to the latest version. While it would have been possible to use their older version, we suggested the upgrade in order to leverage some of the more recent functionality of the latest support packs, realising further value of the current GRC software platform.

The fact that they already had SAP AC lent itself nicely to implementing SAP Process Control (PC) as they are part of the same software package, and it proved simple and quick to get PC activated and up and running. The challenge that remained was timing, which was very tight given that we were engaged relatively late. We estimated eight to ten weeks to complete the project.



The Solution

In just 9 weeks, Winterhawk delivered the SAP Process Control system design and implementation, as well as our best practice GDPR content framework. This includes 13 overarching data protection and privacy processes, to give 140 data protection-related controls which can be deployed across the business, for the purposes of self-assessments within the organisation and policy and control documentation storage.

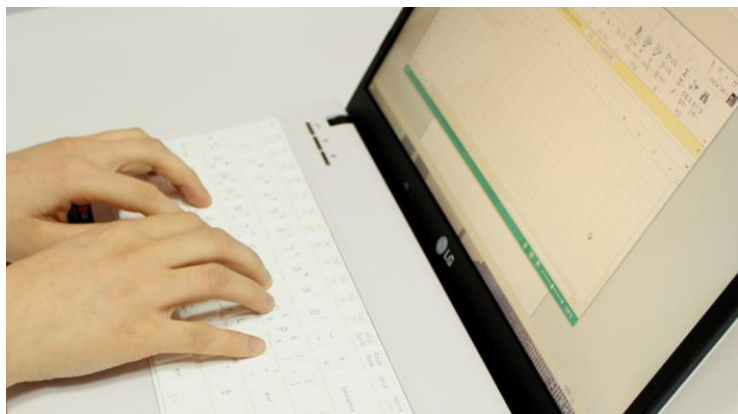
There were challenges around defining the scope of the assessments that were to take place. Winterhawk Head of Operations, Andrew Sawyer explains: *“Our content contains a lot of controls. We asked the client to choose which ones they would like us to deploy – they came back after a time and asked for all of them, which we weren’t expecting.”* This process, including decisions regarding who would own the various processes and controls, lasted four weeks (rather than the two weeks scheduled), yet the project was still completed on time, as per the plan devised internally.

Benefits to Keter

Before the project Keter had no system for or method of capturing the status of data protection compliance across the organisation. While they were undergoing a separate process redesign, they had no systematic way to follow-up on whether these processes were actually being followed across all subsidiaries, or whether there were even controls implemented or owned across the group. Keter wanted to put in place a centralised platform to rollout the assessments - evidencing and capturing of documentation across the business for all the processes and controls they had just redesigned. Winterhawk helped address that challenge by accelerating the deployment of a best practice GDPR Process and Control framework, forcing ownership and accountability across the organisation, having rolled out the entire solution to all the Keter sites.

“There is also an ROI for the client in terms of manual effort,” Andrew Sawyer explains. *“We’ve been able to do away with having lots of different versions of Excel spreadsheets dotted around the organisation. We’ve reduced the overlap of effort to assess processes and controls: rather than each country having their own individual spreadsheets, they’ve now got a single platform which they can all use. And the tool will be able to tell them when they need to add information rather than them having to guess when they need to give it. There will be future automation capability around that, as well as being able to ensure quality and accuracy of information coming back into the tool rather than duplication of effort across the organisation.”*

The customer now has significant content for their GDPR compliance program; they have an application which will allow them to assess GDPR controls and follow best practice within data protection. They can also use the tool for a much wider purpose: over time they can grow Process Control out to other business areas and cater for additional regulations and other means to assess and control their wider landscape. If the customer is looking to do additional things with PC- to improve their financial control landscape, to put in place better HR and IT controls – then the tool can easily adapt and has further best practice content ready for rapid deployment.



Why Winterhawk?

Winterhawk could provide Keter with their preferred solution for how to govern the GDPR regulation (i.e., using SAP’s GRC Process Control), as well as our accelerators and content for GDPR. It wasn’t just that we provided them with technical support, or a technical solution; they were also using Winterhawk’s content and data protection expertise. The project was completed on time and on budget.

Speak to us to hear how Winterhawk’s knowledge and experience can benefit your organisation.